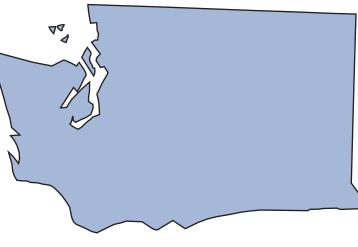
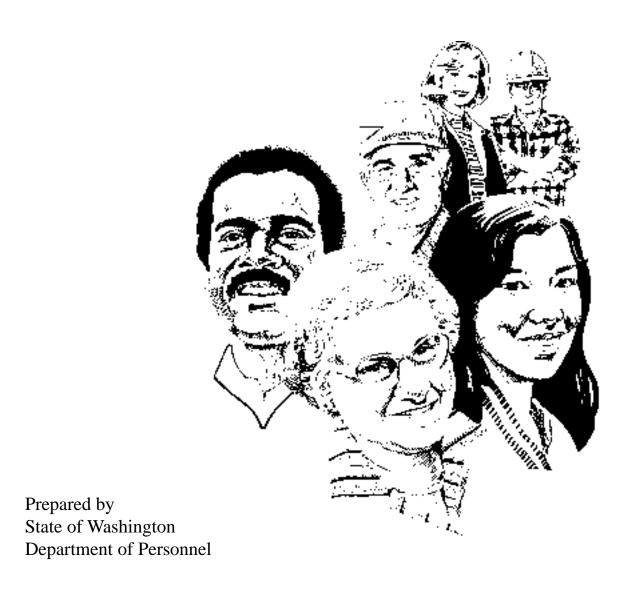
To State Service



Welcome to State Service



Revised April 2002

Contents

I	ntroduction	4
M	Ierit System	5
	The Merit System	6
	Equal Employment Opportunity and Reasonable Accommodation	6
	Classification & Compensation	6
	Employment Exams and Registers	6
	Probationary and Permanent Status	7
	Performance Evaluations	7
	Developmental Opportunities	8
	Promotions	8
	Transfers	8
	Resignations	9
	Complaints and Grievances	9
	Corrective/Disciplinary Action	9
	Employee Advisory Service	9
Ya	our Job	10
	Public and Personal Relations	11
	Work Schedule	11
	Absence, Tardiness	11
	Your Pay	11
	Work-Periods and Overtime	12
	Call-Back Compensation	12
	Telephones	13
	Equipment and Machines	13
	Automobile Use and Per Diem	13
	Safety and Accidents	13
	Political Activity	14
	Conflict of Interests, Gratuities	14
	Sexual Harassment	14

Your Benefits15			
Salary Increases			
Vacation Leave (Annual Leave)16			
Sick Leave16			
Shared Leave			
Holidays17			
Civil Leave			
Military Leave17			
Leave Without Pay			
Insurance Benefits			
Retirement			
Deferred Compensation			
Social Security			
Workers' Compensation			
Unemployment Compensation			
U.S. Savings Bonds			
Credit Unions			
Dependent Care Assistance			
Combined Fund Drive			
Employee Organizations			
Salary Deductions			
Conclusion22			
Orientation Checklist23			
For Your Reference24			

As a service industry, Washington State government's most valuable asset is its employees.

As a new employee of Washington State government, you are joining a statewide team that provides a myriad of services to the citizens of our state. Services range from education to agriculture, social and health services to forestry and fisheries, tax collection to protection of our environment, and many, many more.

State government offices and work stations are located in hundreds of geographic locations throughout the state of Washington. The greatest concentrations of state offices and employees are in the following areas: Thurston County, King and Pierce Counties, greater Spokane, Tri-Cities (Pasco, Richland, Kennewick), Yakima, and Vancouver.

The diversity of state agencies and the services they provide are only surpassed by the diversity of talent and backgrounds of the state employees working for those agencies. The men and women who work for state government represent a wide variety of skills, education, ages, physical abilities, and racial and ethnic backgrounds. We respect and are proud of our

> Because state government is in the service and information business (rather than manufacturing, for example), it relies primarily on its employees to get the job done.

The quality, capabilities, and enthusiasm of the state government workforce are critical to providing

> efficient, effective services to the citizens of the state of Washington.

State managers strive to develop a working environment and conditions of employment that support employee productivity and satisfaction. At the same time, employees strive to be the best they possibly can be.



State of Washington Civil Service:

The Merit System

Equal Employment Opportunity and Reasonable Accommodation

Classification & Compensation

Employment Exams and Registers

Probationary and Permanent Status

Performance Evaluations

Developmental Opportunities

Promotions

Transfers

Resignations

Complaints and Grievances

Corrective/Disciplinary Action

Employee Advisory Service

The Merit System

The State Civil Service Law, adopted by Washington State voters in 1960, creates the legal framework of the **Merit System** for classified state employees. The Merit System provides for employee treatment on the basis of equity and merit, rather than partisan considerations.

Merit System administration begins with a State Personnel Board of three qualified private citizens who are appointed by the Governor. The Personnel Board establishes general policies for consistent administration of the Civil Service Law. These policies, known as Merit System Rules, apply to most state agencies and employees.

The director of the state Department of Personnel coordinates the application of the Merit System Rules among all agencies. Within each state agency, supervisors and agency personnel offices are responsible for day-to-day administration of these rules.

Merit System Rules for **Washington Management Service** (WMS) positions are determined by the director of the Department of Personnel. Some of the guidelines included in this booklet may differ for WMS positions. Your agency personnel office can provide more specific information.

Equal Employment Opportunity & Reasonable Accommodation

The state of Washington, as an employer, is committed to equal employment opportunity. Applicants and employees at all levels and in all phases of the state's personnel structure will be treated fairly and equally without regard to gender, race, ethnicity, age, disability, sexual orientation, or religious or political affiliation. Reasonable accommodation is provided in all aspects of employment, consistent with the Americans with Disabilities Act.

Classification & Compensation

Positions are classified on the basis of the assigned duties and responsibilities. A job class is a group of positions that are similar in duties, experience and training requirements, and have the same salary range and title. The State Personnel Board assigns the salary range for each job class through consideration of prevailing rates in other organizations and other relevant factors.

Employment Exams and Registers

Most Merit System positions are filled through a competitive process based on applicant qualifications, examination scores, and ranked registers.

Exams are usually administered by the Department of Personnel or the personnel office of the hiring agency. After a competitive exam has been given, a list, or "register," of the applicants receiving passing scores is compiled. Names on the register are usually listed in order of examination score* and employment status (for example, open competitive, agency promotional, statewide promotional).

When an agency has a vacancy, the top seven names on the register are referred to the supervisor for consideration. If one or more of those persons are not available, the next highest are referred. The supervisor hires one of the top seven available people.

The above is the usual procedure. However, there are a few exceptions such as tied scores, selective certification, supplemental certification, the non-competitive service, and the Washington Management Service. Your personnel officer can explain these alternative processes to you.

Probationary and Permanent Status

Once you have been referred from a register and hired, you are in "probationary" status for six to twelve months, depending on your position. During this time you must demonstrate that you can do your job and work harmoniously with your co-workers.

Your supervisor has the responsibility to provide counseling and training to help you make a successful adjustment to your new job. You will have at least one performance evaluation during your probationary period to discuss your progress.

At the end of your probationary period, you will receive "permanent" status if you have shown that you are suited to all aspects of your job. If, however, your work performance is not acceptable, you may be

dismissed at any time during the probationary period. Your supervisor and

others with whom you work want to help you succeed, but you have the greatest responsibility for your own personal success.

Performance Evaluations

Once you have achieved permanent status, you will receive a formal performance evaluation at least once a year. The evaluation is a participative process where you and your supervisor discuss your performance and job expectations,

^{*} Note: Qualified honorably discharged veterans receive a 5% or 10% point addition to their passing score, depending on whether veteran retirement benefits are being received. This veterans' preference applies until the first appointment and must be claimed within eight years after release from active duty.



clarify duties and responsibilities, and identify strengths as well as areas needing improvement. The evaluations are intended to assist with your professional development and strengthen your performance in relation to the goals of your agency. The evaluations may also be used in substantiating recommendations for promotions, transfers, and disciplinary actions.

Developmental Opportunities

The continued development and skill refinement of our state's human resources are essential to helping the state meet the dynamic challenges of serving its citizens in the most efficient and effective manner possible. Additional training will help you do your best and will prepare you for greater responsibilities.

Your agency and the Department of Personnel sponsor a variety of courses and other training programs to help you improve your skills.

Vocational schools, community colleges, and universities also offer excellent off-hour programs and courses. State employees may receive tuition waivers under certain circumstances. Also, most agencies have tuition reimbursement policies.

Information on developmental opportunities is available from your supervisor, your agency training or personnel officer, or the Department of Personnel.

Promotions

You will find opportunities for advancement in your own and other agencies. To be eligible for promotional consideration, you must usually take a promotional exam and be placed on the register for the higher level job class.

You can apply for and take the promotional exam if you have served four months of your probationary period. However, you cannot be referred from a promotional register until you have achieved permanent status.

Once promoted, you will be in "trial service" status (similar to probationary status) in your new job. If you perform satisfactorily during this period, you achieve permanent status in the new job classification.

Transfers

If you wish to be considered for a transfer to another job in state service, you may submit a transfer application to the Department of Personnel, giving the job class, agency, and location of the desired job. To be placed on the transfer register, the desired job must be either within the same class or salary range as your present job.

There are alternative ways to transfer. For example, transfer of a permanent employee to another position in the same job class but in a different area in the agency may be made internally by that agency. Also, transfer within a job class but between agencies may be made with the approval of the appointing authorities.

Resignations

If you plan to leave your present job for any reason, you should notify your supervisor in writing at least 15 calendar days before your planned departure. The notice should be routed through your supervisor to your agency personnel office.

Complaints and Grievances

Despite the best of intentions, misunderstandings sometimes occur on the job and may result in a complaint or grievance. If this occurs, or if you have any other problem, discuss it with your supervisor or personnel officer as early as possible. Prompt resolution of such problems goes far toward maintaining good working relationships. Your agency grievance policy is accessible by contacting your personnel office. It contains further specific information.

Corrective/Disciplinary Action

Informal or formal corrective action may be necessary if performance falls below required standards. Informal actions can consist of an oral reprimand, corrective interview, letter of reprimand, or other type of counseling. These are preventative measures intended to correct the problem without resorting to more serious formal actions.

Formal disciplinary actions usually are taken only after a serious infraction or excessive repetition of lesser infractions. These may result in suspension without pay, reduction in salary, demotion, or dismissal. A permanent employee receiving formal disciplinary action has the right to appeal to the State Personnel Appeals Board.

Employee Advisory Service

Sometimes a personal or work-related problem may impair job performance. Employees may seek confidential, professional help with such problems through the Employee Advisory Service (EAS) of the Department of Personnel. There is no charge for this assistance. EAS offices are located in Olympia, Seattle, and Spokane. Their telephone numbers can be found in the state SCAN directory under Department of Personnel.

Your Job

Public and Personal Relations

Work Schedule

Absence, Tardiness

Your Pay

Work-Periods and Overtime

Call-Back Compensation

Telephones

Equipment and Machines

Automobile Use and Per Diem

Safety and Accidents

Political Activity

Conflict of Interests, Gratuities

Sexual Harassment

Public and Personal Relations

As a public employee, it is important that you be courteous, pleasant, and helpful to all those you serve. A clean, neat appearance and appropriate dress are also important. Many times a citizen's contact with you may be the only direct association with your agency or state government. Therefore, a good impression is essential. Strive to maintain good personal relations with your co-workers by being courteous, pleasant, and cooperative at all times. Mutual support and thoughtfulness go far toward maintaining harmonious teamwork.

Work Schedule

Working hours for most agencies are 8:00 a.m. to 5:00 p.m. Monday through Friday. However, there are several variations. For example, many state organizations are open 24 hours, 7 days a week, and employees work different shifts. Also, most agencies have policies that allow flexible work hours (flex-time).

Your work schedule will depend on your position and the area where you are assigned. Working hours, lunch periods, and work breaks will be explained to you by your supervisor or personnel officer.

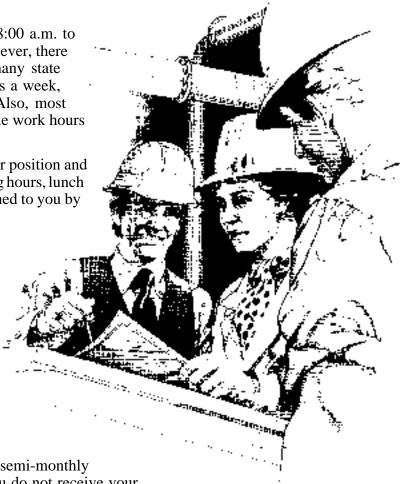
Absence, Tardiness

Your supervisor and co-workers depend on your work. Cooperate by being on the job regularly and on time. If you are ill, will be late, or cannot report for any other reason, call your supervisor as early as possible. Prompt notification will allow for the assignment of your essential work to others.

Your Pay

You will receive your payroll check on a semi-monthly basis (usually the 10th and 25th). If you do not receive your check, or if any amount on the check or earnings statement is in error, notify your supervisor or payroll office immediately.

Further information concerning your paycheck, earnings statement, and mandatory salary deductions are discussed on page 21.



Work-Periods and Overtime

There are three basic work-period categories: scheduled, non-scheduled, and exception. "Scheduled" employees receive overtime (cash or compensatory time) at 1 1/2 times their regular pay for each hour worked beyond their normal daily shift or beyond 40 hours in a work week. "Non-scheduled" employees receive overtime at 1 1/2 times their regular pay for each hour worked beyond 40 hours in a work week. "Exception" employees generally do not receive overtime compensation unless specifically authorized by their appointing authority.

Your supervisor or personnel office will inform you of your workperiod designation and the agency's hours of work and overtime policies.

Call-Back Compensation

Occasionally you may be called back to work after the end of your regular work day or on your day off. When this happens, and if your particular work-period category qualifies, your supervisor will credit you with the appropriate amount of call-back compensation in accordance with agency policy and the Merit System Rules.



Telephones

Office telephones are for official business and should not be used for personal calls. Please instruct your friends and relatives not to call you during working hours unless absolutely necessary.

The state's SCAN telephone system is designed to provide effective communications for the least cost. For proper and efficient use of the system, refer to the instructions in the SCAN telephone directory.

Equipment and Machines

Equipment and machines assigned to you are intended to help you do your job. Please keep them clean and in good working condition. Like telephones, they should be used only for official business.

Automobile Use and Per Diem

State owned vehicles may be available for your use on official business. Liability insurance for state owned vehicles is provided by the state's self-insurance program. This program protects you against all third party liability claims arising from the use of a state-owned vehicle operated in good faith and in the course and scope of your state duties.

If you are authorized to use your own car in performing official duties, your personal automobile insurance is "primary" and the state's self-insurance program becomes involved only if a judgement exceeds your policy limits. Responsibility remains with you to carry adequate personal liability insurance. You will be reimbursed within the agency mileage rate when you use your own car for state duties.

If you travel on state business, you will be reimbursed for subsistence and lodging expenses at the state's authorized per diem rate.

Safety and Accidents

Safety is the responsibility of the employer and every employee. If you observe an unsafe condition, faulty equipment or other hazard, report it immediately to your supervisor and document it. If safety equipment is required in your duties, be sure to use it, and be sure to use the safety equipment provided in state vehicles. Many accidents can be prevented by forethought and caution.

If you are in an accident, obtain first aid immediately and call a physician, if necessary. Every accident that occurs on duty must be reported to your supervisor. This includes automobile accidents. Along with reporting the accident, be sure to prepare an accident report or have someone do it for you.

Political Activity

As a state employee, you have the right to express your opinion on all political subjects and candidates; to hold any political party office or participate in the management of a partisan, political campaign; and to take part in campaigns relating to constitutional amendments, referendums, initiatives, and non-partisan offices. The holding of a part-time public office in a political sub-division of the state may not be allowed if the appointing authority determines it is incompatible or interferes with the discharge of your official duties.

No solicitation is permitted on state property for any contribution to be used for partisan political organizations or purposes. Compulsory assessments and involuntary contributions also are prohibited.

Federal regulations pertaining to political activities may apply to some employees. If you are engaged in federal loans or grants-in-aid programs, you should inquire about your own status and contemplated activities.

Conflict of Interest, Gratuities

The Code of Ethics and Executive Conflict of Interest Act for State Employees prohibits employees from engaging in any activity that conflicts with the carrying out of their duties in the public interest. It also specifies that employees may not use their positions to secure special privilege or exemption for themselves or others, either while employed by the state or after leaving state service.

The code further provides that employees may not give or receive any compensation or gifts from any source except the State of Washington for any matter connected with their services as employees. Employees who engage in outside employment or self-employment should report such activity to their supervisor.

Sexual Harassment

It is the policy of the state to provide and maintain a working environment free from sexual harassment for all employees and citizens participating in state programs. Sexual harassment is a form of sex discrimination and is a violation of state and federal law. Any form of sexual harassment is inappropriate and unacceptable behavior in the work place.

Your Benefits

Salary Increases

Vacation Leave (Annual Leave)

Sick Leave

Shared Leave

Holidays

Civil Leave

Military Leave

Leave Without Pay

Insurance Benefits

Retirement

Deferred Compensation

Social Security

Workers' Compensation

Unemployment Compensation

U.S. Savings Bonds

Credit Unions

Dependent Care Assistance

Combined Fund Drive

Employee Organizations

Salary Deductions

Salary Increases

As your skill in your job increases, you become more valuable to your agency and will receive periodic salary increases. Most new employees start at the first step of the salary range for their job class. Upon successfully completing six months of service, employees receive an increase of two steps. Subsequent increases are granted annually until employees reach the top step. Employees hired above the first step receive their first increase after one year.

Salary adjustments for Washington Management Service employees are governed by WMS rules and agency policies.

Vacation Leave (Annual Leave)

After six months of full-time employment you are eligible to take accrued annual leave with pay, as approved by your supervisor. Annual leave accrues for full-time employees as follows:

During the 1st year	12 days
During the 2nd year	13 days
During the 3rd & 4th years	14 days
During the 5th, 6th & 7th years	15 days
During the 8th, 9th & 10th years	16 days
During the 11th year	17 days
During the 12th year	18 days
During the 13th year	19 days
During the 14th year	20 days
During the 15th year	21 days
During the 16th year & thereafter	22 days

You may accumulate a maximum of 30 working days (240 hours) of annual leave, unless an exception is specifically authorized.

Sick Leave

You earn one day of paid sick leave each month which may be used for the following reasons: illness, injury, or preventive health care; exposure to a contagious disease that could endanger others; disability due to pregnancy or childbirth; illness, injury, or death of relatives. Recognizing that certain chemical addictions are treatable illnesses, sick leave may be used for an appropriate treatment program.

Sick leave minimizes loss of pay for these absences. Conserve it for when you need it.

Shared Leave

You may donate accrued leave or your personal holiday to a fellow state employee who is suffering from or has a relative or household member suffering from an extraordinary or severe illness or impairment which may cause the employee to take leave without pay or terminate employment. Your personnel officer can explain to you the specific conditions under which leave can be shared.

Holidays

State employees receive eleven paid holidays:

New Year's Day	January 1
Martin Luther King, Jr.'s Birthday	Third Monday in
	January
Presidents' Day	Third Monday in
·	February
Memorial Day	Last Monday in May
Independence Day	
Labor Day	•
·	September
Veterans' Day	November 11
Thanksgiving Day	
ē ē .	November and
	Friday after
Christmas Day	-
Personal Holiday	
5	each calendar year
	•

When a holiday falls on Sunday, it is observed on the following Monday. When a holiday occurs on a Saturday, it will be observed on the preceding Friday.

Civil Leave

You may be allowed leave with pay for jury duty or to perform other civil duties. Your leave pay will be equal to your full salary for the time involved. Any travel reimbursement that may be paid can be retained.

Military Leave

Military training leave with pay is permitted to a maximum of 15 work days in any one year. An employee entering military service, U.S. Peace Corps, or U.S. Public Health Service for active duty is entitled to leave of absence without pay. The employee will be restored to his or her position, or one of similar classification and salary, in state service if reinstatement is requested within 90 days after release from active duty.

Leave Without Pay

Leave without pay may be granted for prolonged illness, maternity causes, educational pursuit, or other valid reason. Though the employee retains his or her relative job status, no pay or other compensation is received during this leave. The appointing authority must approve leave without pay in advance.

Insurance Benefits

Employees and their families are covered by the medical, dental, basic life and basic long term disability insurance plans approved by the State Employees Benefits Board

You may choose the medical program that will best suit your needs from the available plans. The Uniform Medical Plan provides reimbursement for medical expenses, after a deductible has been satisfied. Most health maintenance organization plans provide medical services at their facilities with little cost to their members.

You may purchase additional group life insurance for yourself and your dependents. Income protection and accidental death and dismemberment insurance plans also are available and can be paid through payroll deductions. Homeowners and automobile insurance plans are also available.

Your agency personnel or payroll office has enrollment forms and informational brochures on all of the plans offered by the state. Your selection of a plan, and your enrollment in that plan, should be done within 31 days of your date of hire.

Retirement

Most state employees are members of the Washington Public Employees' Retirement System (PERS). As of March 1, 2002, PERS offers two different plans from which you must choose, PERS Plan 2 and PERS Plan 3.

PERS Plan 2 is a defined benefit plan. This means your retirement benefit is defined by a formula. The formula is two percent x service credit years x average final compensation (AFC). Average final compensation is the average of the highest paid 60 consecutive service credit months. This plan is financed jointly by monthly tax-deferred deductions from your gross pay and contributions made by the state.

PERS Plan 3 has two different components. A defined benefit component (similar to PERS Plan 2 except it uses one percent in the formula instead of two percent) and a defined contribution component. The defined contribution component is a benefit based entirely on the amount you contribute and the performance of the investments you choose. In this plan, the defined benefit component is financed

by contributions made by your employer and the defined contribution component is financed solely by your contributions.

State employees who establish membership on or after March 1, 2002, for the first time will need to decide between these two plans. The choice must be made within 90 days of employment. Your employer will give you a *Journey to Retirement New Member Plan Choice* booklet that will assist you in your decision. Further information may be obtained from your personnel or payroll office, or the Department of Retirement Systems (DRS). The DRS Web site is available at http://www.wa.gov/DRS/drs.htm

Deferred Compensation Program

State employees are eligible to participate in the Deferred Compensation Program (DCP), a supplemental retirement plan that offers participants control over their investments. DCP reduces your federal annual taxable income by allowing you to invest a portion of your income before it is taxed. DCP offers 11 fund options with some of the lowest fees in the nation. You can manage your account 24 hours a day, via the Internet or telephone. DCP allows certain rollovers and provides flexible withdrawal options when you separate from service.

For more information, contact DCP or your payroll office. The Department of Retirement Systems administers DCP.

Social Security

All state employees are covered by the federal Old Age and Survivors Insurance system (Social Security). Your contributions are made by payroll deduction. The state also pays an equal amount into the system. Contributions cannot be returned if you leave the system.

Unemployment Compensation

State employees are eligible for unemployment compensation. Eligibility and amount of benefits are determined by your period of employment and your salary. You can obtain details by contacting the nearest office of the Employment Security Department.

Workers' Compensation

As a state employee, you are automatically insured under the Workers' Compensation Act for injuries sustained during the course of your employment. It is the employee's responsibility to file a claim with the state Department of Labor and Industries within one year following the date of injury. This is accomplished by filling out an accident report in the office of the doctor who treated your injury. Upon approval of your claim by the Department, you are entitled to full medical care, time loss compensation, and other accident-related compensations. The Act further provides pension benefits for the



surviving spouse and dependents in those cases where death results from the injury. If you have any questions regarding coverage or benefits, contact the Department of Labor and Industries.

U.S. Savings Bonds

You can buy U.S. Government Savings Bonds through payroll deductions. Information is available from your agency personnel or payroll office.

Credit Unions

Membership is available to you in credit unions organized for state employees, which provide a convenient service for saving or borrowing money. You can arrange to deposit savings or repay loans through payroll deductions.

Dependent Care Assistance

The Dependent Care Assistance Program provides a simple, efficient, and inexpensive way to help you pay your dependent care expenses. It reduces your taxable income, your income tax liability, and your social security taxes. A new employee may enroll within 60 days of becoming a state employee. For enrollment information call the Department of Retirement Systems, Dependent Care Assistance Program or your payroll office.

Combined Fund Drive

Each year thousands of state employees voluntarily support charities through the Washington State Employee Combined Fund Drive (CFD). By contributing through the CFD, you choose the charities, determine the amount to give each charity, and have the convenience of automatic payroll deduction. You may begin a CFD contribution at any time. For further information, contact your personnel or payroll office.

Employee Organizations

As a state employee, you have the right to belong to one of a number of employee organizations. Your agency cannot endorse any of these groups, but you are free to belong and participate; no one may interfere with your choice or discriminate against you in the free exercise of these rights.

If you are an employee included in a collective bargaining unit, you may be working under a union shop provision. For a union or employee organization to gain union shop status, a majority of the employees included in the bargaining unit must vote in favor of having a union shop. Your personnel office can furnish you with information concerning the collective bargaining status of your position.

Salary Deductions

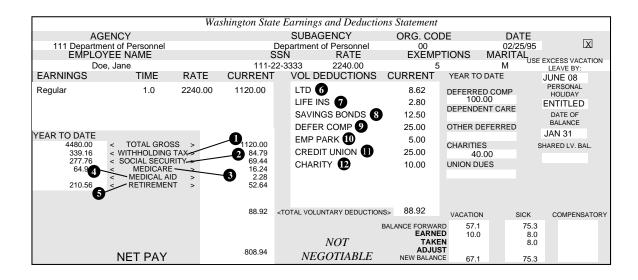
Your agency payroll office makes five mandatory deductions from your paycheck. They are shown on the earnings statement illustration below, and are defined as:

- 1. Federal Withholding Tax
- 2. Federal Social Security
- 3. Medicare
- 4. L & I Medical Aid (Workers' Compensation insurance)
- 5. State Employee Retirement Fund

The payroll office may make additional deductions from your paychecks at your request. Examples of such deductions are shown on the earnings statement illustration and are described as:

- 6. Optional Long Term Disability insurance
- 7. Optional life insurance
- 8. Purchase of U.S. Savings Bonds
- 9. Deferred Compensation contribution
- 10. Employee parking
- 11. Credit union deposits or loan payments
- 12. Charity contribution through Combined Fund Drive

You are encouraged to sign up for "direct deposit" so that your earnings are automatically deposited in your personal checking account.





Conclusion

It is sincerely hoped that you will find your career in state service challenging, meaningful, and personally rewarding. As public employees, it is incumbent upon all of us to provide the most efficient, responsive, and economical service possible for the people of our state.

Every Washington resident, every day of the year, benefits from the work done by state agencies. Those who work for state government can take pride in what they do. It makes a positive difference in the quality of life people experience as residents or visitors in the state of Washington.

Welcome to Washington State Service!



Orientation Checklist

SUBJECT	INFORMATION ITEMS	DATE
Introduction	Exchange of personal information	
Position Assignment	Responsible to; specific duties; sources of assistance; relevant manuals, handbooks, or work samples; work standards; safety practices; performance evaluations	
Work Area	Assigned desk; equipment; rest rooms; food areas; supply room; parking information; security; work area and personal conduct rules; safety	
Work Schedule	Assigned work period; daily work hours; meal hours; work breaks	
Compensation	When paid; merit increases; overtime; required deductions; voluntary deductions for medical and other insurance programs, credit union, employee organizations, etc.	
Benefits	Vacation and sick leave; medical and life insurance; holidays; retirement system; Social Security; workers' compensation, etc.	
Procedures to Follow	Absence and tardiness; vacation leave; sick leave; leave without pay; military and civil leave; education leave	
Public Service and Personal Relations	Helpfulness and courtesy; required telephone procedure; personal appearance and appropriate dress requirements; cooperation with co-workers	
Advancement	Training policy; training opportunities; promotional opportunities and career ladders; examination announcements	
State Service	Civil Service System; Merit System Rules; probationary and permanent status; Affirmative Action Policy	
General	Employee organizations; grievance policy; conflict of interest; outside or self-employment; use of state vehicles; political activity, etc.	
Introductions	Co-workers; managers; other key personnel	
Organizational Information	Agency organization, functions, policies	
Other Information		

For Your Reference

Your organization:
Your work unit/division:
Your position/title:
Work address:
Work phone:
FAX number:
Your supervisor:
Title:
Phone:
Agency Director:
Personnel Officer:
Phone:
Other notes: